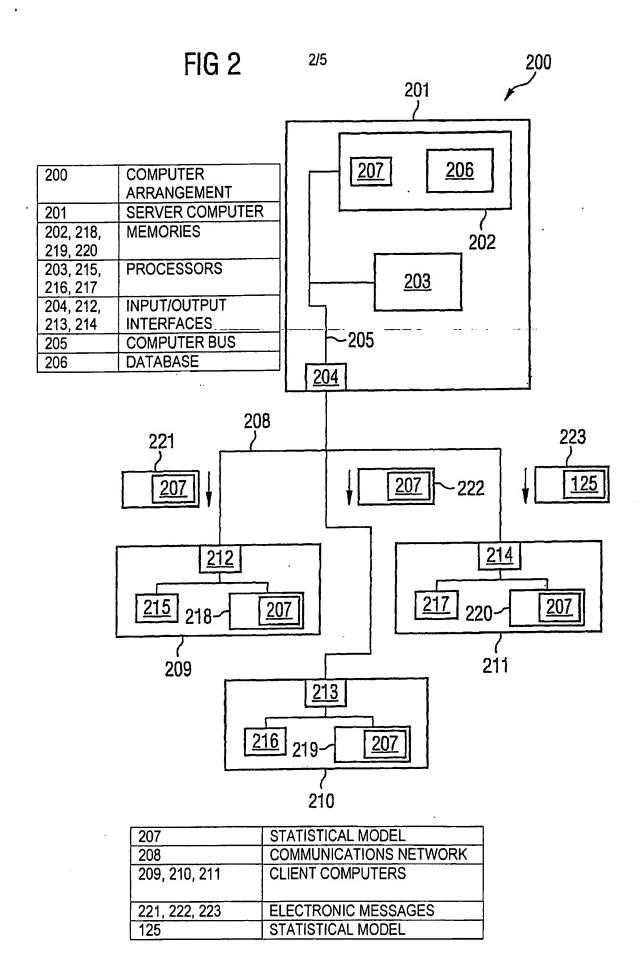
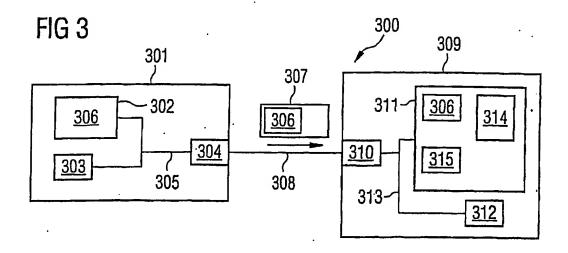
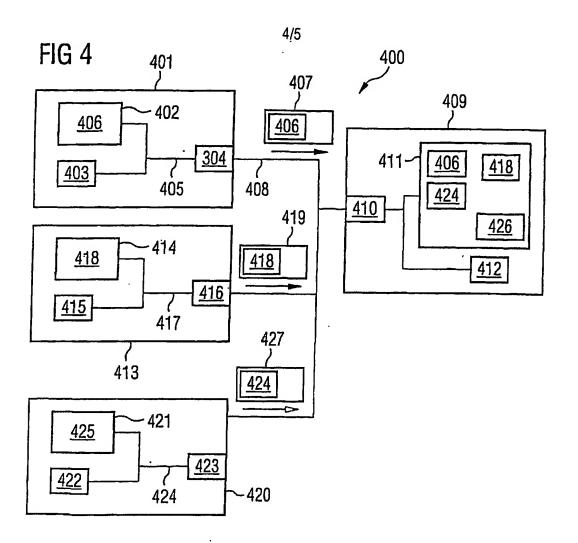


101	TELEPHONE TERMINALS
102	TELEPHONE LINES
103-105	CALL CENTER COMPUTERS
106-108, 115-117, 123, 128, 133	INPUT/OUTPUT INTERFACES
109-111, 127, 134	PROCESSORS
112-114, 124, 135	MEMORIES
118-120, 129	COMPUTER BUSES

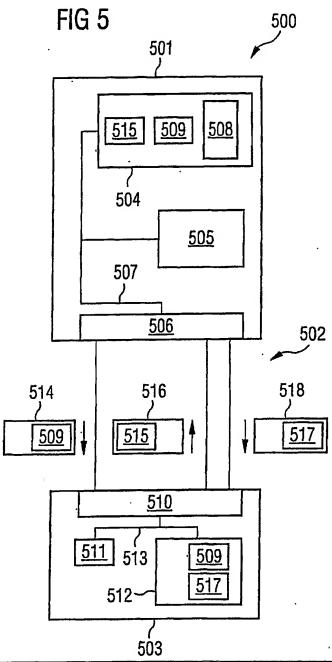




300	COMPUTER ARRANGEMENT
301	COMPUTER
302	MEMORY .
303	PROCESSOR
304	INPUT/OUTPUT INTERFACE
305	COMPUTER BUS
306	STATISTICAL MODEL
307	ELETRONIC MESSAGE
308	INTERNET
309	COMPUTER
310	INPUT/OUTPUT INTERFACE
311	MEMORY
312	PROCESSOR
313	COMPUTER BUS
314	CUSTOMER DATABASE
315	OVERALL STATISTICAL MODEL



400	COMPUTER ARRANGEMENT
401, 413, 420	COMPUTERS
402, 411, 414, 421	MEMORIES
403, 412, 415, 422	PROCESSORS
304, 410, 416, 423	INPUT/OUTPUT INTERFACES
405, 417, 424	COMPUTER BUSES
406, 418, 425	STATISTICAL MODEL
407, 419, 427	ELECTRONIC MESSAGES
408	COMMUNICATIONS CONNECTION
409	CLIENT COMPUTER
426	OVERALL STATISTICAL MODEL



COMPUTER ARRANGEMENT
SERVER COMPUTER
TELECOMMUNICATIONS NETWORK
CLIENT COMPUTER
MEMORIES
PROCESSORS
INPUT/OUTPUT INTERFACES
COMPUTER BUSES
CUSTOMER DATABASE
STATISTICAL MODEL
ELECTRONIC MESSAGE
PART OF STATISTICAL MODEL
CUSTOMER DETAILED INFORMATION

1